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1/12

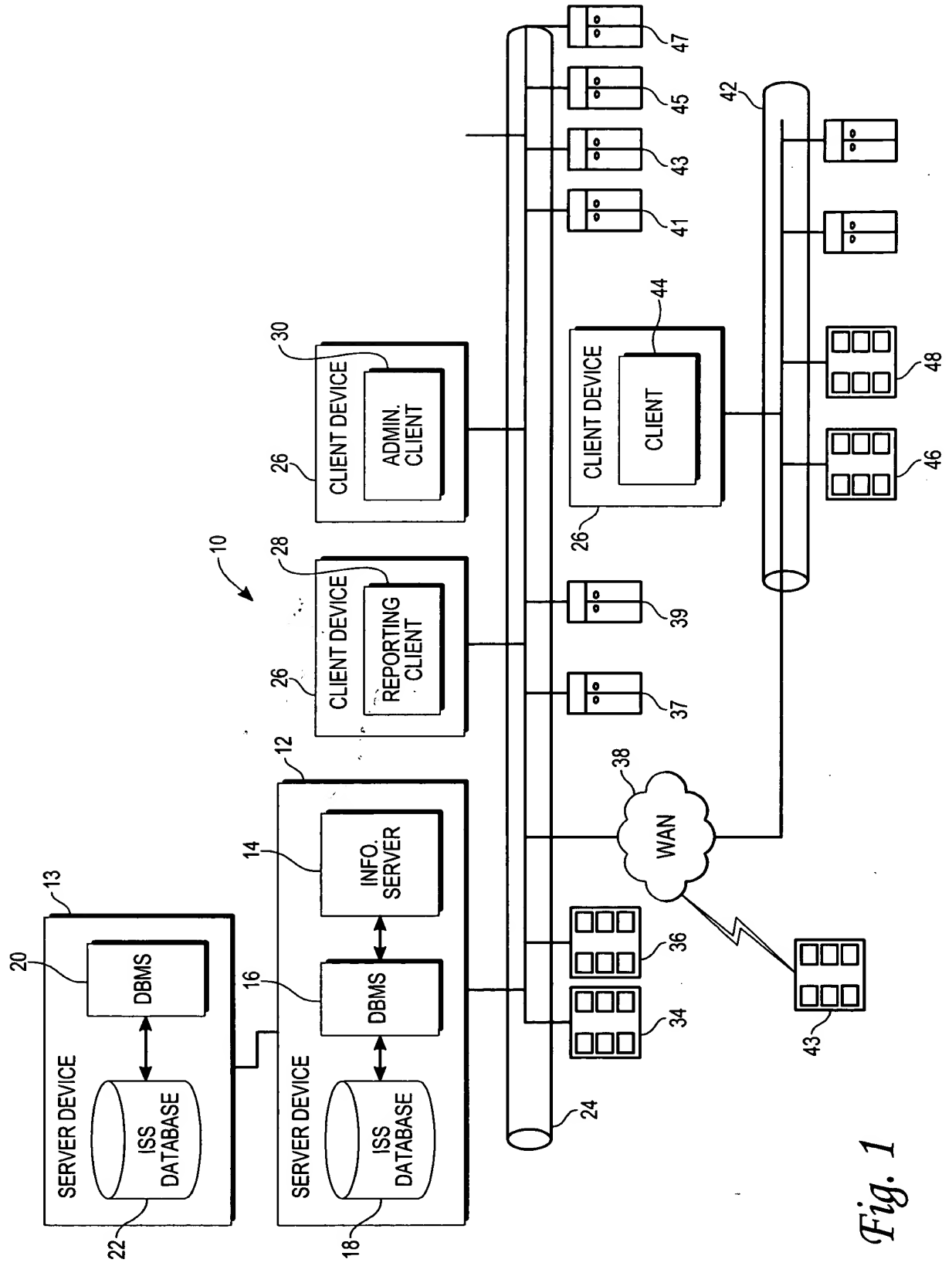


Fig. 1

APPROVED	O.G. FIG.
BY	CLASS SUBCLASS
DRAFTSMAN	

FEB 24 2004

2950.P015

Blakely, Sokoloff, Taylor & Zafman LLP (408) 947-8200
 Title: METHOD AND PROCESS FOR ACCUMULATING AND
 SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A
 CUSTOMER INTERACTION SYSTEM
 1st Named Inventor: Richard Ney
 Application No.: 09/379,385
 Sheet: 2 of 12

Docket No.: 2950P015

2/12

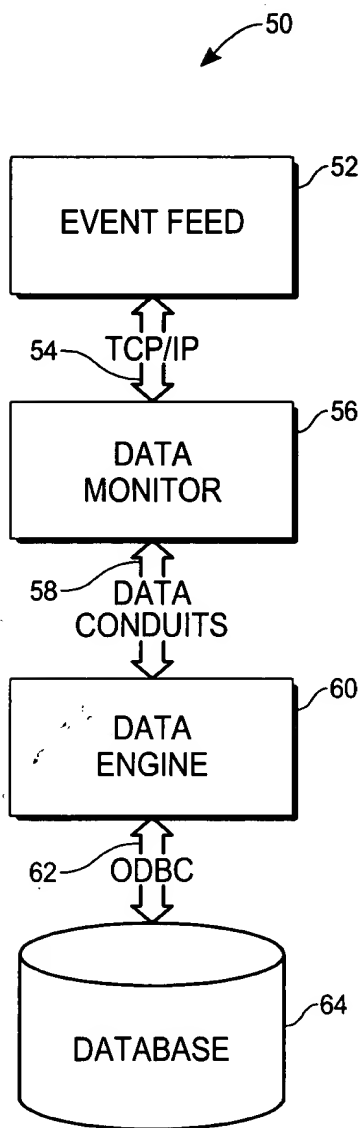


Fig. 2

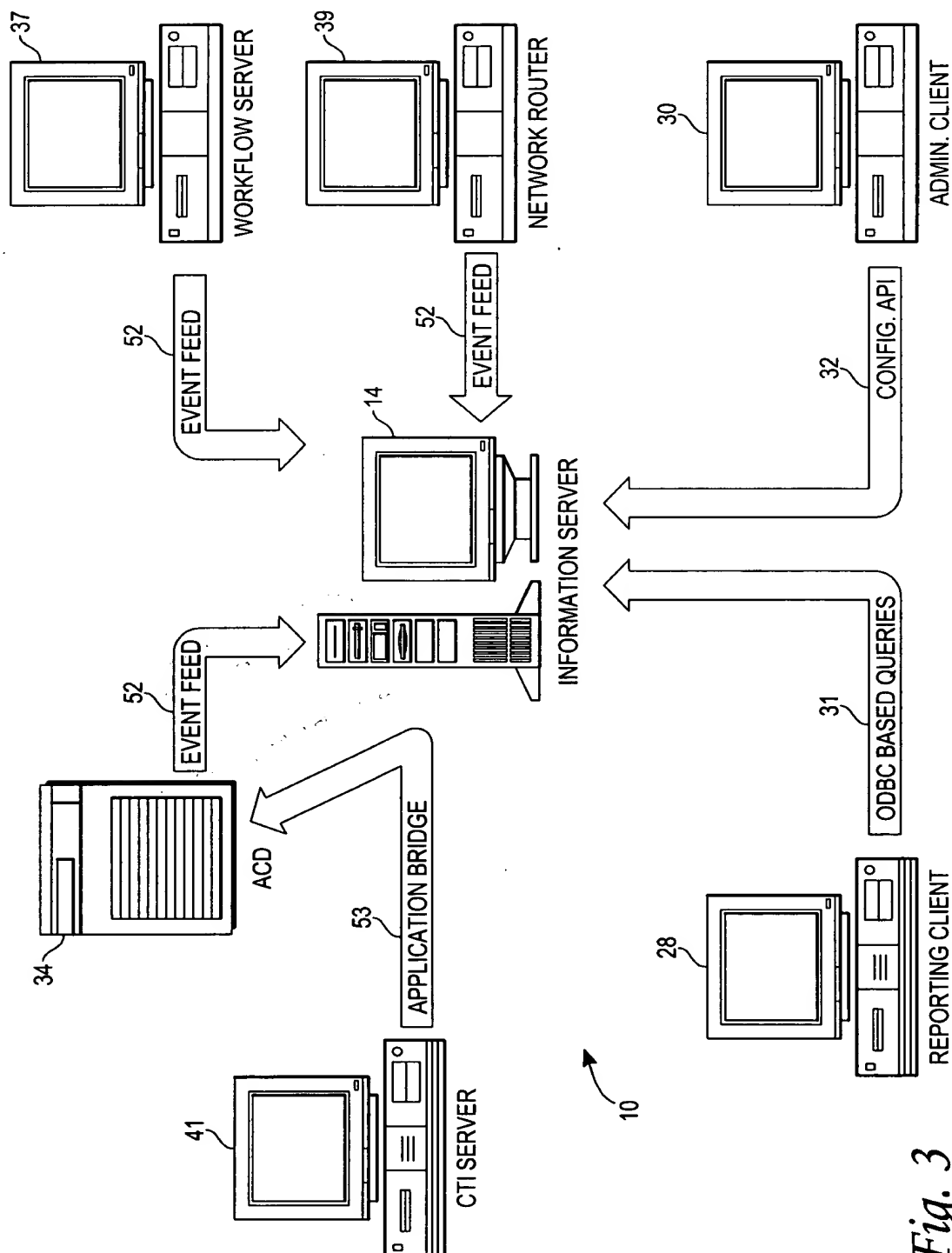


Fig. 3

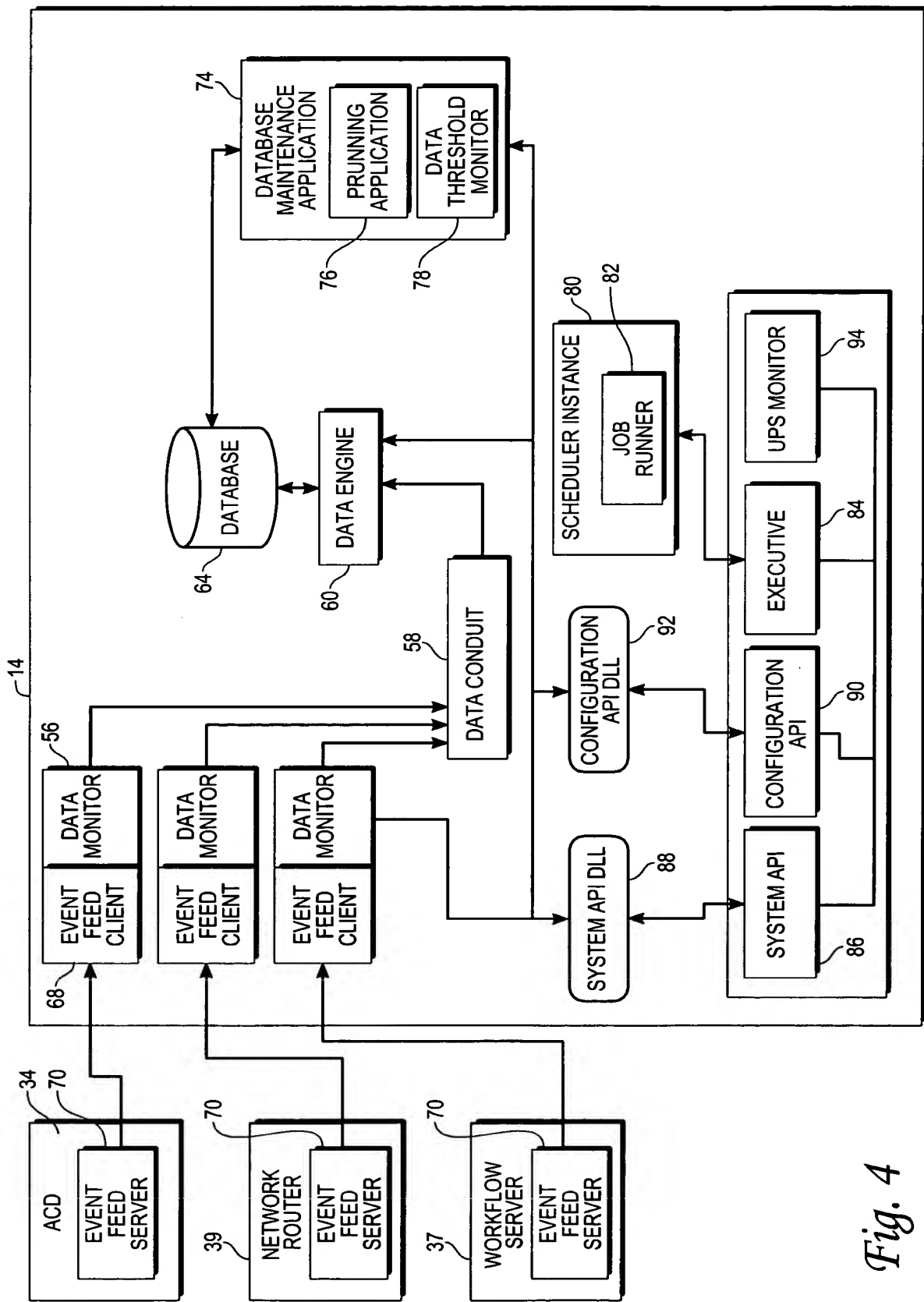
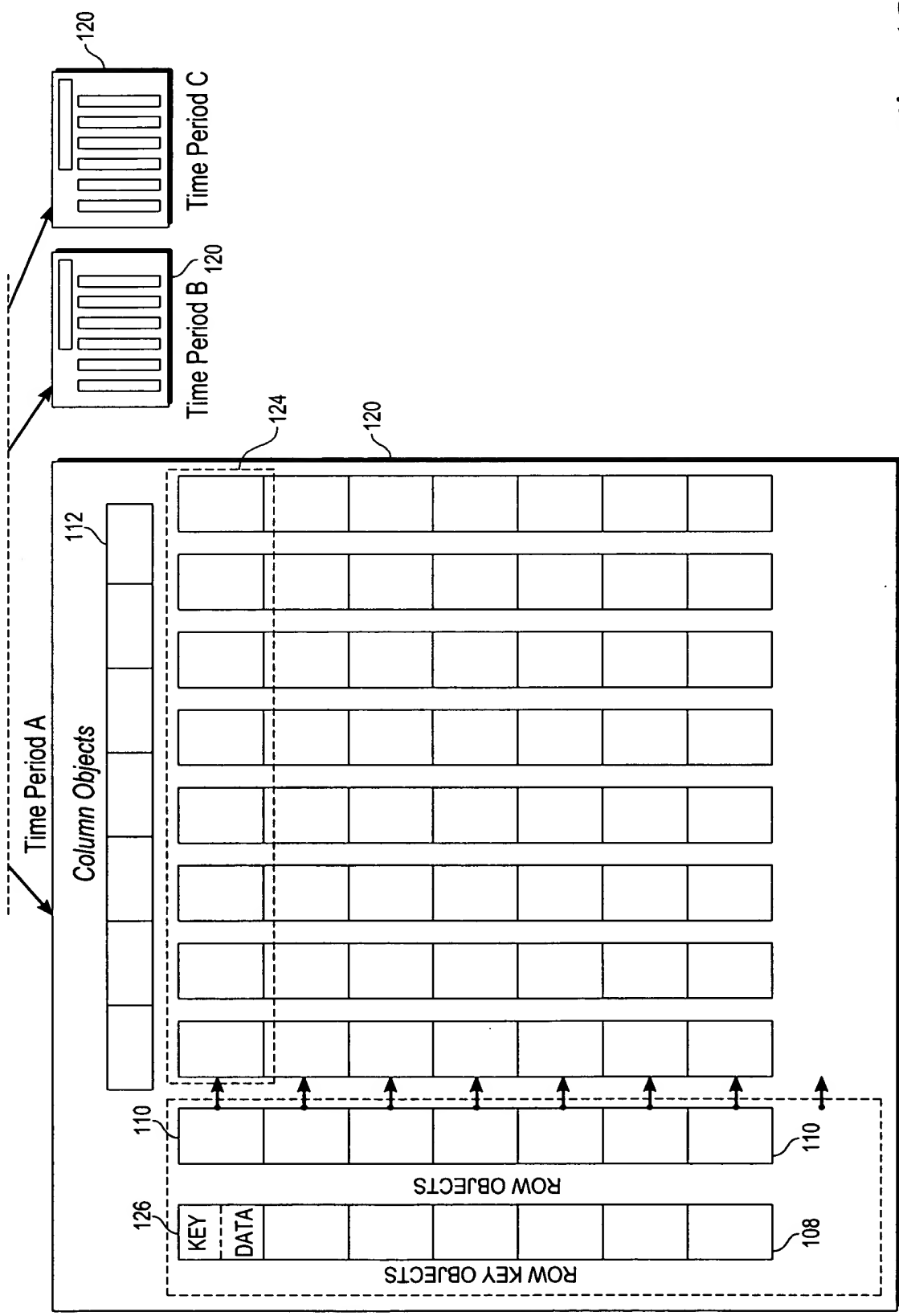


Fig. 4

Fig. 5B



7/12

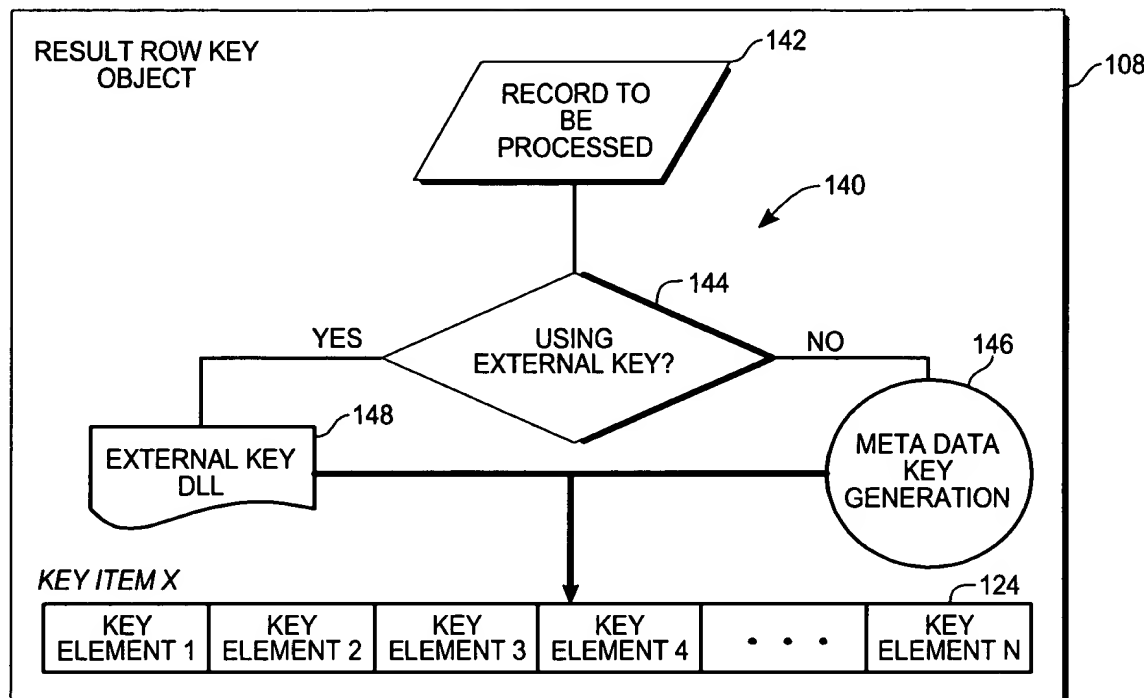


Fig. 6

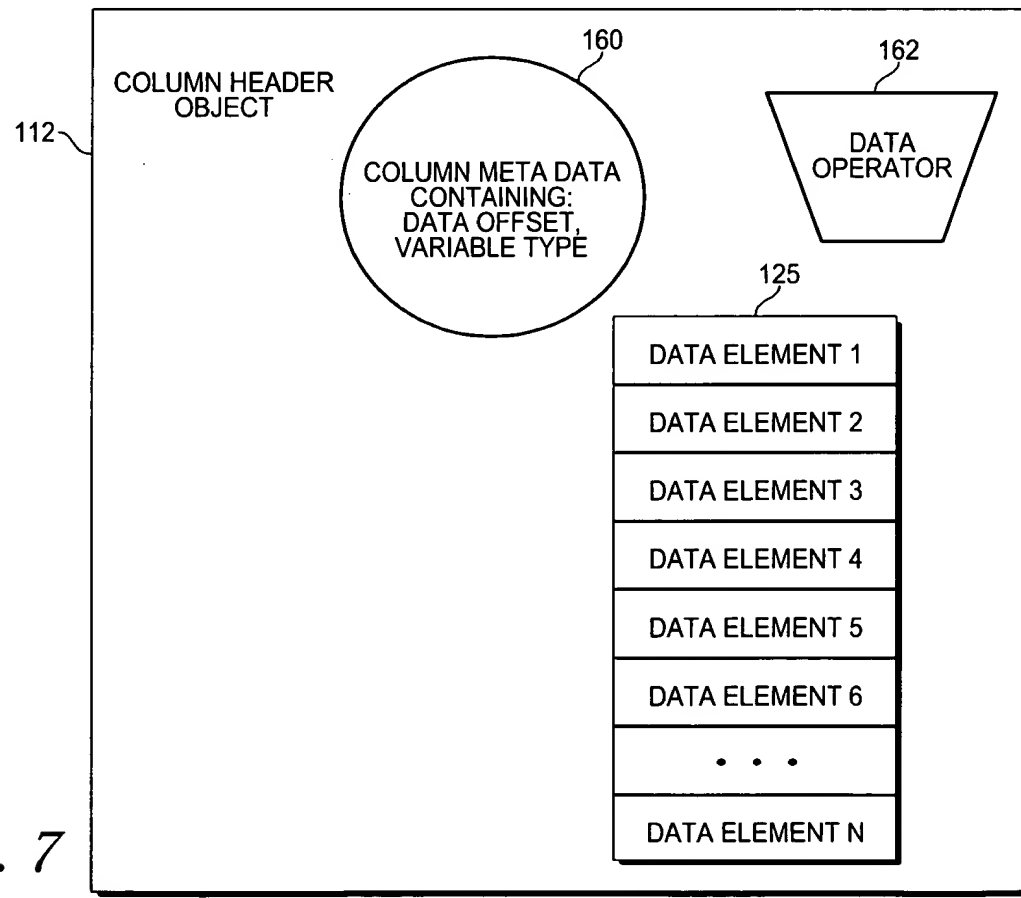


Fig. 7

NODE ID	UTC DATE ID	UTC TIME ID	LOCAL DATE ID	LOCAL TIME ID	CALL SEGMENT TYPE ID
QUEUE TIME	RING TIME	HOLD TIME	TALK TIME	WAITING TIME	WRAPUP TIME
1	10753	10539	10752	170539	145
132	12	183	357	240	695

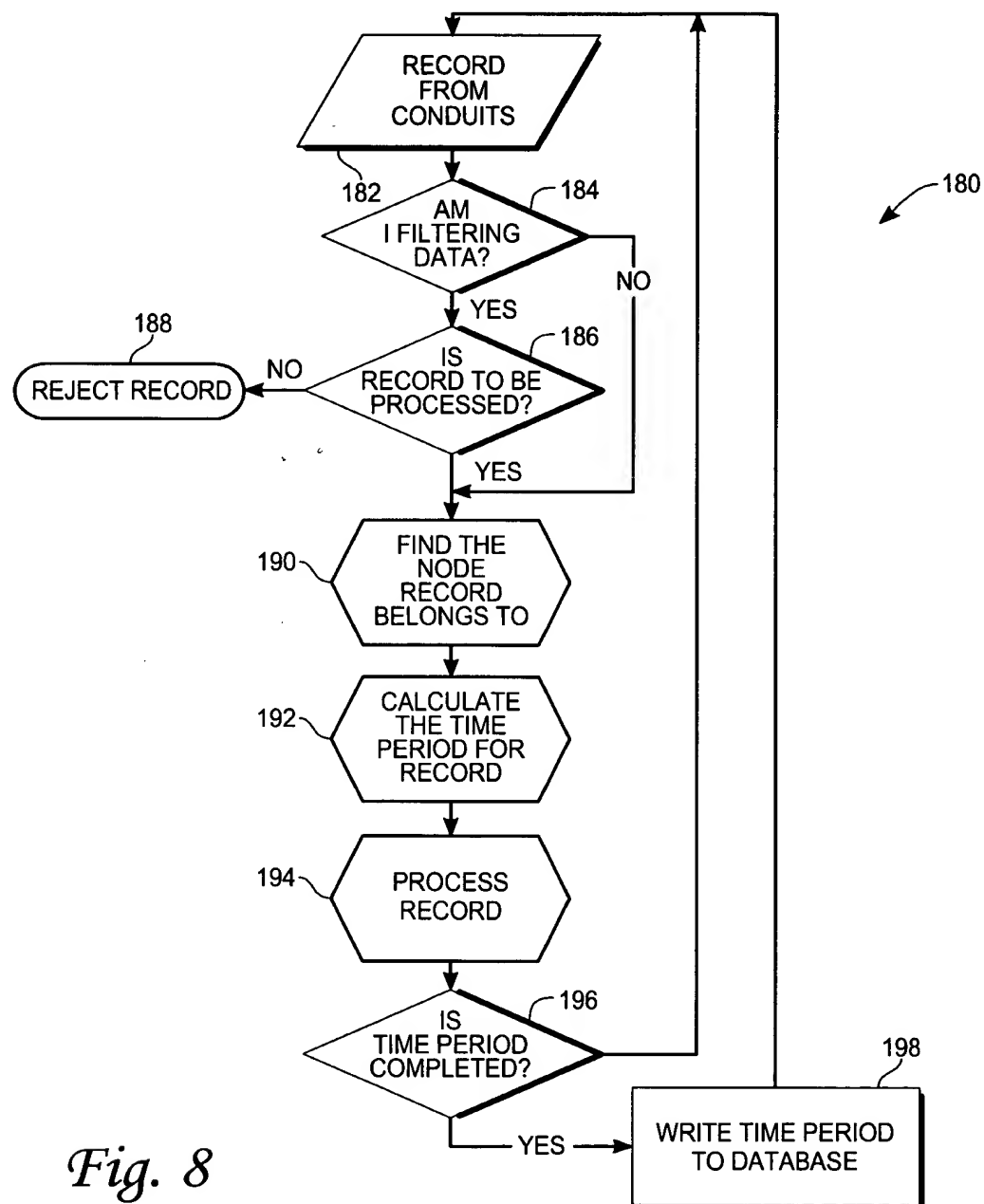
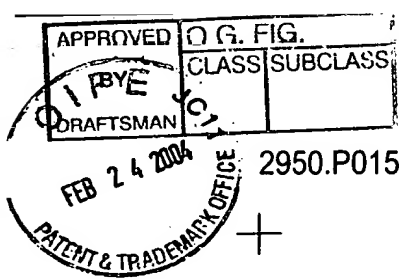


Fig. 8



9/12

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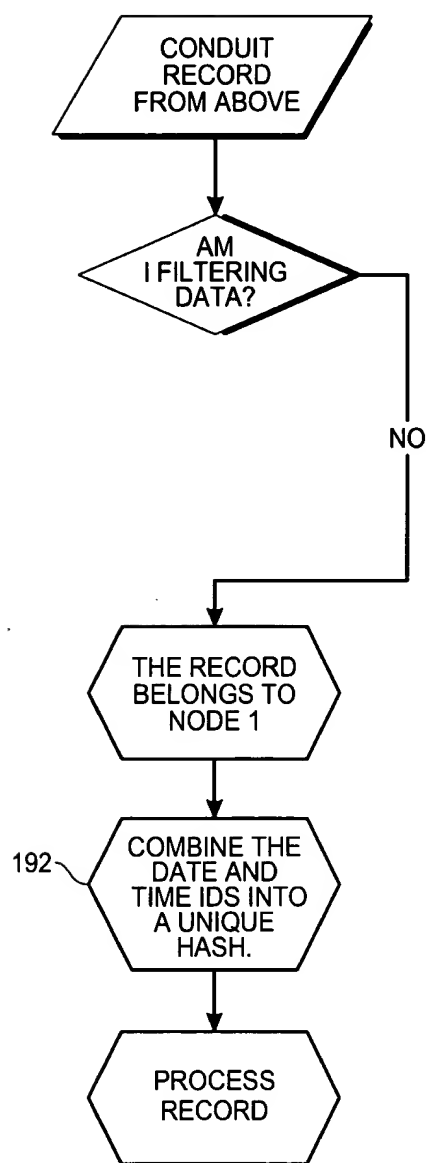


Fig. 9

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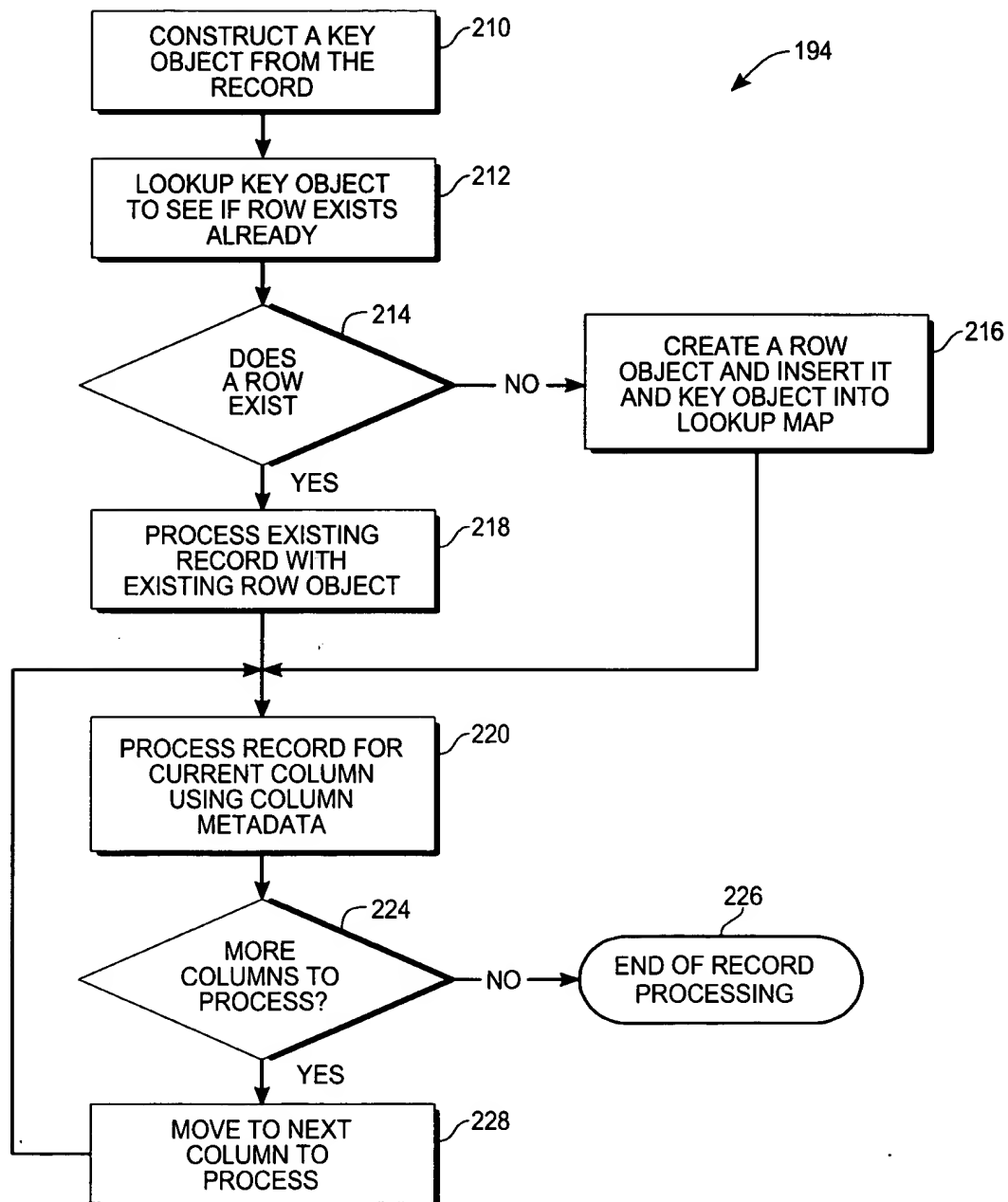


Fig. 10

2950.P015

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11/12

EXAMPLE OF PROCESSING A RECORD FOR ONE COLUMN

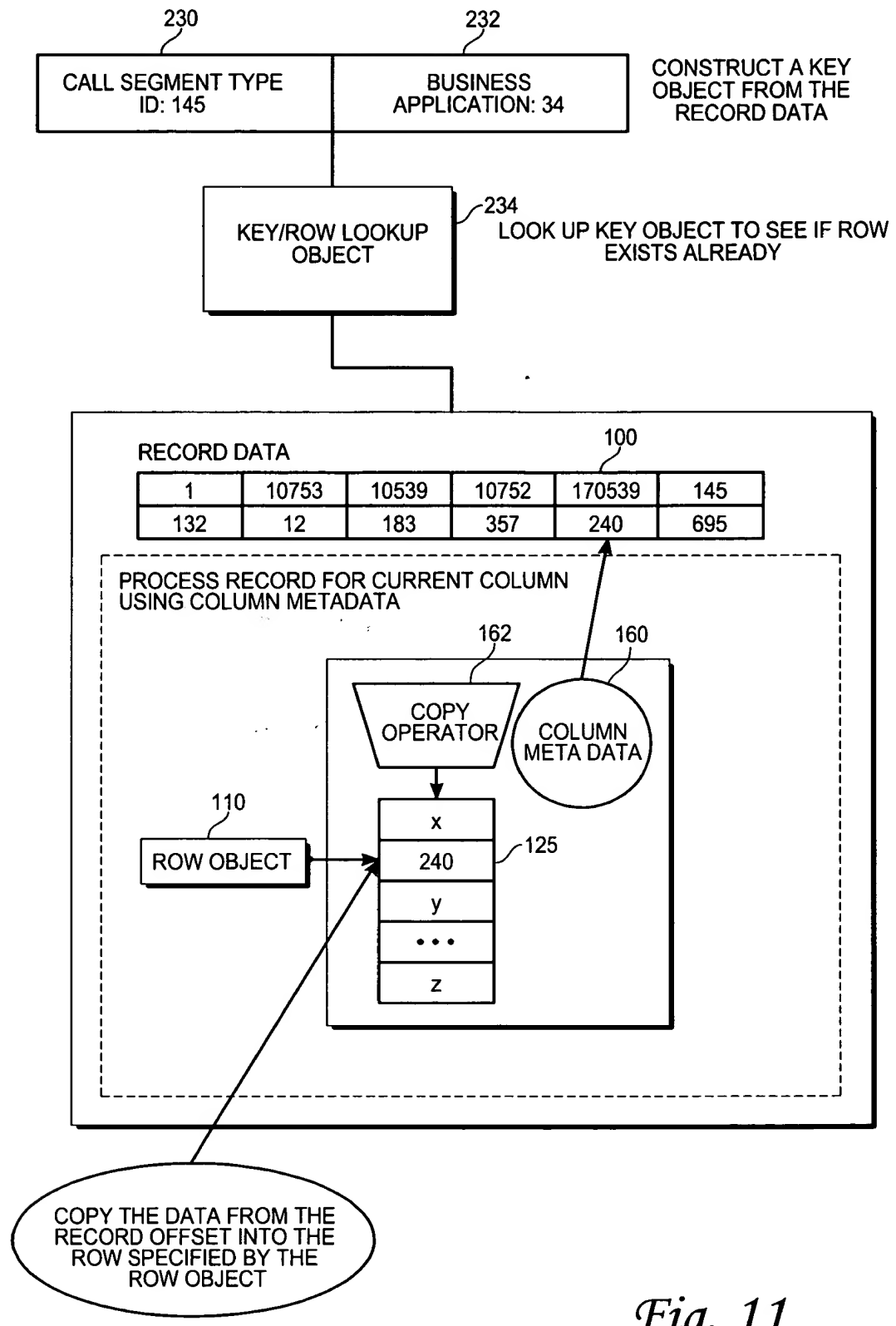


Fig. 11

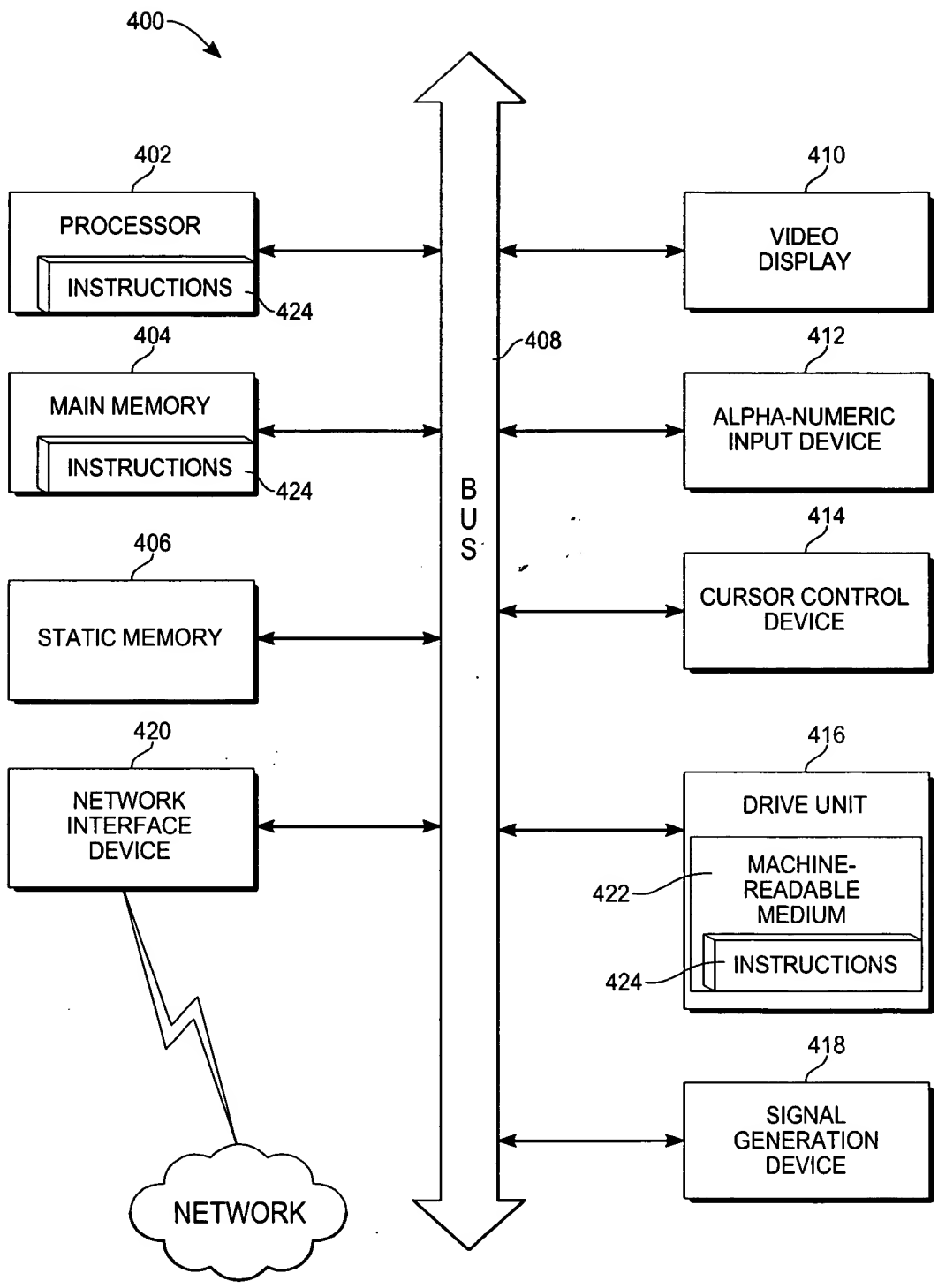


Fig. 12